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# HNVF Performance Measurements

Customer Satisfaction

Service Productivity

Service Performance Index

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# Customer Satisfaction

- Four customer satisfaction questions.
- Summary score ranges from 0 (no one satisfied) to 100 (all satisfied).
- All questions equal weight of 1 point; equidistant response choices.
- For example: 

Poor	Fair	Good	Great	
points	0	.333	.667	1
- Final score average of all 4 questions converted to a percentage.

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# Service Productivity

- Effect of services -- as assessed by customer, staff member, and family member or friend.
- Services have value when they cause targeted changes in customers.
- Ask customer to consider whether change occurred due to services.
- Service productivity ranges from -100% to +100%.
- Three types for HNMF: (1) Youth Development or Senior Resiliency; (2) Healthy Behaviors; and (3) Program-Specific.

# Tabulating Service Productivity

Question	Better	Worse	Same	Don't Know
1	X			
2			X	
3	X			
4	X			
5	X			
6	X			
7	X			
8		X		
9	X			
10				X
<b>Total</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>1</b>

% of Targeted Changes Achieved	Minus	% of Targeted Changes Missed	Productivity Score
7/10 = 70%	-	1/10 = 10%	= 60

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# Service Performance Index (SPI)

- One overall indicator for stakeholders.
- SPI allows for mathematical integration of performance data.
- SPI modeled after Malcolm Baldrige national quality award criteria and rating.
- Performance criteria in three categories: approach, deployment, and results; 1,000 possible points.
- Will cluster by type and amount of service, as well as participation in evaluation design.

# SPI Variable - Cost Per Hour

- Cost per hour of service for HNVF funds is calculated by dividing the amount of HNVF funds spent by the number of hours of service delivered

$$\frac{\text{HNVF FUNDS SPENT}}{\text{HOURS OF SERVICE DELIVERED}} = \text{COST PER HOUR (HNVF)}$$

- Cost per hour of service for total funds is calculated by dividing the amount of HNVF funds + matching funds by the number of hours of service delivered

$$\frac{\text{HNVF + MATCHING FUNDS SPENT}}{\text{HOURS OF SERVICE DELIVERED}} = \text{COST PER HOUR (TOTAL)}$$